INFORMATION SERVICES

POLICY COMMITTEE

REPORT

March 9, 2006

Information Services

Policy Committee

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INTER-OFFICE MEMO

TO: **Information Services Policy Committee**

FROM: **Doug Thomas, Information Services Manager, Information Services**

DATE: **March 9, 2006**

SUBJECT: **Monthly Report**

SYSTEMS DEVELOPMENT PROJECTS

1.   **InterLinc eGov**
     The new Water eBilling system was successfully deployed in late January 2006. Since that time over 700 customers have enrolled in MyInterLinc and have selected the eBilling/ePay option. We anticipate continued growth since there have only been 8 of 12 billing cycles mailed. The InterLinc Action Center has stabilized to around 10 complaints per day. We will begin working on phase II, Ombudsman System, in the near future. The Parks and Rec eGov initiative began last month and the team has identified 5 strong candidates for ePay services. We will begin with the Swimming Pool Passes application which should be ready for production within the next two weeks. The new InterLinc Subscription Service was demonstrated on 02/28/06 and is ready for production. The system will allow for e-notification on a large variety of topics like Newsletters, Media Releases, and Council Issues. It even has an alert component that could be used for Snow Emergencies or Water Main breaks that could cause road closures and traffic interruptions. We still plan to build the training material for the Web Assistants Workshop that is targeted for this April. In addition, we are working on the Employee Service Center via MyInterLinc, which will make a variety of items available to the employees for self service, such as Payroll Information, Check Stubs, W2's and Personnel Information.

2.   **Parking Tickets**
     We continue to do post-implementation reviews and network performance monitoring. The new meter location data base was implemented this month. The PSO's will only need to enter the plate, pole number and pick the violation type to generate a ticket. Chris upgraded all the mobile devices software to improve database stability and reduced the daily syncing time. We completed the R&D on the Alltel Treo650 and found it to be completely dependable as the conduit to the network which in turn worked perfectly with the Bluetooth connection that is found in both the pocket pc's and the printers. I.S. will meet with the State NCJIS group on 03/10/06 to seek real-time MVB access to assist on out of county plate verification.

3.   **Lancaster County General Assistance**
     See ISPC status report and graph.

4.   **County Attorney/Public Defender Case Management System**
     See ISPC status report and graph.

5.   **Fire Systems Rewrite**
    The Prime Imaging software upgrade and conversion took place last month and the Fire staff have begun their final push to complete the imaging project by the end of the month.
    See ISPC status report.

OPERATIONAL

The County PeopleSoft AS/400 prime shift utilization in February was 24.28% compared to 20.91% in January. Disk utilization is 37.0%, up from 36.3% last month.

The City Finance JDE AS/400 prime shift utilization in February was 9.31% exactly the same as it was in January. Disk utilization is 81.2%. We will begin to look at adding disk capacity to this AS/400 in the future. I have the RFP created to do an informal bid to add 24gb. This will fill all remaining open slots in the cabinet.

The CJIS Alpha server prime shift utilization in February was 51% compared to 43% in January. On one day there was a looping LPD program that ran for a few hours that skewed the total utilization for the month just a bit.

The IBM z/890 Enterprise Server prime shift utilization was 58.42% in February, compared with 58.22% in January. There were 3,867,022 CICS transactions executed which included 1,500,646 web transactions.

PROJECT

REPORTS

COUNTY ATTORNEY/PUBLIC DEFENDER
CASE MANAGEMENT

Project Manager: **Mark Wieting**   **March 9, 2006**
Analyst: **Jim Jambor**

Project Description:

The County Attorney currently has a case management system which was implemented as a main frame system in 1985. The Public Defender's system, also a mainframe system, was implemented shortly thereafter. Both systems have served well, and over the years have had many enhancements and changes performed. Both agencies would like to take advantage of new technology to assist in their management of cases and attorneys within the office. This would be especially beneficial in the areas of document generation and communication with clients, witnesses, defendants, victims, and other agencies. The new system should not lose any of the functionality of the current systems, have the capability of sharing non-secured data between the two agencies, and add more capabilities such as word processing, email, and the web.

Current Events:

02/06   *   Both the County Attorney and Public Defender have created a list of additional questions for defenderData. I will be forwarding this on in early March.

Future Events:

03/06   *   Set up another demo for those who were not present the first time, and get answers to the questions sent to defenderData.

History:

10/03   *   System requirements were completed and approved by both agencies. Project was put on hold by the County Board pending funding issues.

01/05   *   Board approval was given to continue with the project, however, due to I.S. commitments to other projects, work will be delayed for several months.

10/05   *   Representatives from both agencies, plus Information Services were present for a demo of Justware from NewDawn Technologies. This is a packaged software product for case management for Prosecutors and Defenders. It has many very nice features, although it lacks an evidence tracking module and a speedy trial calculator, which are two very important features that will be required in a new system.

11/05   *   The web shells were reviewed with staff from both County Attorney and Public Defender. Both agencies have expressed a desire to have I. S. write the new system using the web shells, provided it has the desired functionality. Of course, time and cost will also play important in this decision. We seem to have a new account representative from NewDawn. I am waiting to find out who will be our new representative.

12/05   *   Our NewDawn Account Representative is John Wilkins. I have talked to him a few times and sent him our rules on speedy trial. I have asked for some ballpark pricing, but have not heard back from him yet. We met with Chris, Nick and Terry to discuss the feasability of some of the functions within the web shells. Although, some of this has not been done yet, the general feeling was that it could be done within the web shell guides.

01/06   *   We had a demo of defenderData on January 25th. I think everyone who took part was rather impressed, enough so that we have decided to pursue this a little farther. We will be meeting in early February to decide what steps to take next. I will find out what the current operating costs for both systems are prior to that meeting.

Lincoln Fire & Rescue
PRIME

Project Supervisor: **James Walkenhorst**   **March 9, 2006**
Analyst: **Wade James**
                                       Chad Peters

Project Description:

Lincoln Fire & Rescue (LF&R) information systems are being rewritten. The primary reason for rewriting the application systems is to provide the functionality necessary to support the current business and operations of LF&R processes and to comply with National Fire Incident Reporting System's (NFIRS 5.0) required coding and reporting.

The current system is comprised of several modules which support the key areas of fire, including training & certifications, incident reporting, human resources, inspection, and emergency services. The effort undertaken in this project relates to all of the above with one exception. Emergency services will be supported by a third party product. LF&R have purchased a product from Zoll Data Corporation to handle these functions. The product is called EMS Pro. There are a number of interfaces that this product must have to our core systems and external entities such as the State of Nebraska State Fire Marshall's Office and Health and Human Services.

The technology selected for the rewriting and enhancement of these remaining core systems components is to leverage Information Systems web shell technologies. The application system will continue to utilize the most advanced facilities in the existing mainframe environment.

Current Events:

03/06   *   Final testing and implementation of the automatic interface with the INTEARS payroll time entry system. Determine schedule to train firefighters how to use the new Inspection & Pre-Plan sub-system. The Fire Department's Training Division is in the process of moving all training related images from the RIR server to the Imaging server. Once the moving of all the images is completed, all training images will no longer be viewable through Windows Explorer, and instead will be accessed via the PRIME system exclusively.

Future Events:

04/06   *   Train users to use the PRIME Inspection and Pre-Plan sub-system.

History:

04/05   *   Training & Certification system is deployed.

06/05 *   Incident Reporting system is deployed.

10/05 *   Human Resources system is deployed

11/05 *   The development effort for the fire inspection module has been completed. The key systems users are testing the system. The vacation selection module is nearly completed.

12/05 *   The fire inspection module has been coded, tested, and moved to production. The end user system training has been put on hold until after the beginning of the new year. The vacation selection module has been completed and moved to production.

01/06 *   The PRIME system has been modified to work with the imaging system. Many Human Resource and Training Division application programs have been modified so that specific data rows are tied to document references and the image is available for viewing from within the application program. The Human Resources application is being modified so that data may be directly interfaced into the INTEARS payroll time entry system. This will eliminate the duplication of data entry into both systems.

02/06 *   Implemented imaging system changes and began the testing of the INTEARS payroll time entry system. The Information Services department moved the Personnel images from the RIR server to the Imaging Server. These images are now viewable exclusively through the Human Resources portion of PRIME.

GENERAL ASSISTANCE

Project Manager:Scott Zimmerman   **March 9, 2006**

Analyst:

Project Description:

This is a rewrite of the current Lancaster County General Assistance system which was implemented in the Fall of 1994. Over the years, the use of the system has expanded beyond the original scope of the project which was to track assistance requests and payments. Although, this is still the major piece of the system, it needs to be expanded to include measures to assist with client eligibility, outstanding bills, paid bills, improve communication between the six or seven agencies involved in the GA process, attempt to prevent fraudulent claims, and try to detect abuses of the program. The system will make use of CICS web shells to take advantage of the remote user capability.

Current Events:

02/06* The initial programming phase has been completed for five programs and will continue for the remaining programs. A few minor database design issues still need to be addressed.

Future Events:

03/06* Continue with the programming phase of the project and have a system review with the General Assistance team.

History:

10/05* A requirements process was performed by interviewing participants of the GA program. The requirements were completed and presented to the GA monitoring committee on October 4th with an estimate of $42,575. This was approved and passed along to the County Board where it was also approved.

11/05* The new tables for the GA system were created and conversion programs were written to populate the new tables.

12/05* 80% of the panels have been designed for the system. Programming will start as soon as the design for the rest of the panels is completed.

01/06* The initial panel design has been completed and the programming phase has begun. After an internal review of the panels and system design, a few minor changes will need to be addressed before the programming can begin in full force.